



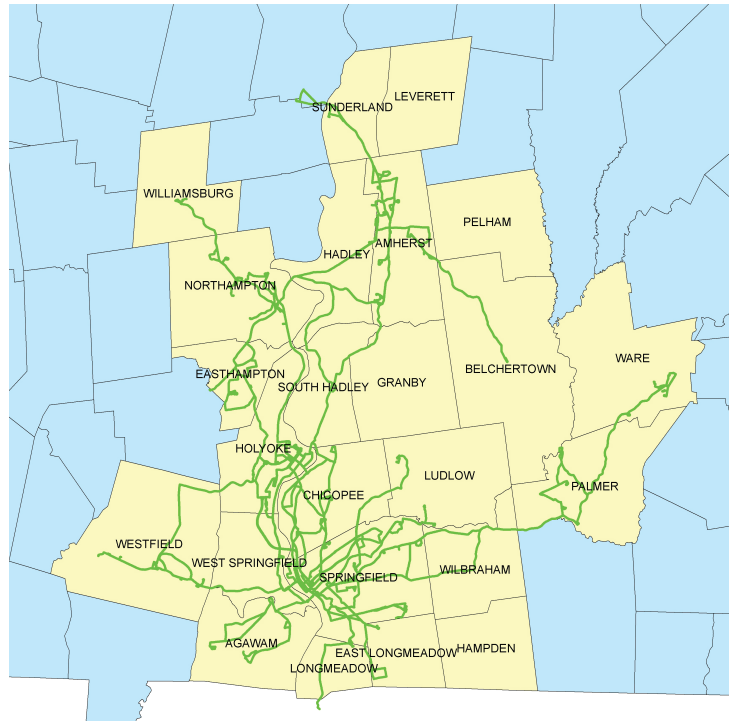
FY24 Annual Report

Pioneer Valley Transit Authority

The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts with 189 buses, 138 vans, and 24 participating member communities. PVTA provides fixed-route bus and ADA demand-responsive van service. Funding for the PVTA comes from local, state, and federal sources. The Pioneer Valley Transit Authority was created by the Massachusetts General Laws chapter 161B in 1974 as a funding source and to provide oversight and coordination of public transportation within the Pioneer Valley region.

PVTA’s Service Area

- | | |
|--------------------|----------------------|
| 1. Agawam | 13. Ludlow |
| 2. Amherst | 14. Northampton |
| 3. Belchertown | 15. Palmer |
| 4. Chicopee | 16. Pelham |
| 5. East Longmeadow | 17. South Hadley |
| 6. Easthampton | 18. Springfield |
| 7. Granby | 19. Sunderland |
| 8. Hadley | 20. Ware |
| 9. Hampden | 21. West Springfield |
| 10. Holyoke | 22. Westfield |
| 11. Leverett | 23. Wilbraham |
| 12. Longmeadow | 24. Williamsburg |



Administrator's Message

This past year, with the increase in funding provided to the Regional Transit Authorities through the Fair Share Amendment in the state budget, PVRTA continued its commitment to enhance service. This additional funding coupled with the implementation of the Bus Operator Trainee Program allowed PVRTA to take an incremental approach to improving transit service by adjusting area coverage, frequency of service, hours of service and by implementing additional weekend service. These enhancements resulted in a ridership increase of 927,549 riders or 13.4% over 2023.

Capital investments this year included expanding the electric bus charging infrastructure at the Amherst, Northampton, and Springfield Operations and Maintenance Facilities, increasing security at the Northampton facility as well as increasing resiliency at the Paratransit Operations and Maintenance Facility in Springfield.

Technological advances allowed for the integration of the Transit App with PVRTA's mobile fare payment platform and provided for real time transit information availability in both Google and Apple Maps. New policies were implemented as part of the PVRTA Safety Plan to safeguard the safety of front-line employees and to increase cybersecurity at all PVRTA networks.

PVRTA's goals for the coming years are to restore service that was reduced due to staffing shortages, to add service to existing routes or community areas, to expand weekend service throughout the region, and to increase frequency on most routes to 30 minutes or less across the system.

Thank you to our passengers, the team of professional operators and staff, Board Members, stakeholders and elected officials for their continued support of public transportation.

Sandra E. Sheehan

Sandra E. Sheehan
Administrator, Pioneer Valley Transit Authority

MAJOR CAPITAL FACILITIES

Expansion of Electric Bus Charging Capabilities Northampton and UMass Garages

PVTA continued implementation of its electric bus charging infrastructure plan to support its electric bus fleet conversion schedule in FY24 by installing four new depot charging dispensers at both the UMass and Northampton Bus Maintenance Garages. Prior to this installation, each facility had only two ABB 150kW electric bus chargers with one charging dispenser per charging unit. By adding four new dispensers at each facility, PVTA increased the number of electric buses that can be charged simultaneously at each facility from two to six. The \$130,021.25 installation project was completed in February.

Perimeter Security Fence Installation Northampton Bus Maintenance Garage

PVTA increased security at the Northampton Bus Maintenance Garage by installing a 7-foot, commercial grade fence around the entire property. The project also included security gates at all entrances and exits, landscaping, and extending a walkway from the administrative offices of the building with a connection to the public sidewalk system along Industrial drive. Prior to the fence and gate installation, public access at night was essentially unrestricted. The \$710,732.77 construction project was completed in December.



PVTA Paratransit Facility Emergency Generator Replacement

PVTA increased operational resiliency and safety at its Main Street Paratransit Facility by replacing the existing 50kW emergency diesel generator that was located inside the facility's boiler room with a new 200kW Kohler natural gas generator located outside the building. The new generator can back up the entire Main St. facility instead of just life safety systems such as emergency lighting and alarms. This new emergency back-up generator will allow PVTA paratransit administration, operations, and service to continue unabated during power outages. The new emergency generator installation project included removal and disposal of the existing, antiquated generator back-up system, installation of new switch-gear and an automatic transfer switch, and installation, connection, and commissioning of the new generator. The \$456,118.67 construction project was completed in January.



PVTA Administration Building Flat Roof Replacement Project

PVTA replaced the 850 square-foot, 2nd Floor EPDM flat roof of the Administration Building, which began to leak in multiple locations in 2023. The roof was estimated to be well over 20 years old. The \$55,242.00 roof replacement project was completed in May.

GRANTS

4

Community Transit Grant (CTGP) Program:

PVTA received Fiscal Year 2024 CTGP grant funds to continue funding the Travel Training Program which provides mobility training sessions that assist elderly individuals and mobility impaired individuals to access fixed-route public transportation. PVTA also received funds to continue the Beyond ADA Operating Assistance Program which currently has operating projects at Council on Aging (COA) programs in East Longmeadow, Longmeadow, Hampden, Agawam, Hadley, and Ware.

Regional Transportation Innovation Grant (RTI):

PVTA was awarded funds through the RTI program.

1. In cooperation with FRTA, funding was awarded for the creation of a route connecting Amherst and Greenfield and providing service to Leverett, and Sunderland.
2. A second application was funded to provide door to door service for Amherst area individuals experiencing homelessness and connecting them to employment in Amherst, Hatfield, Whately, and Deerfield.
3. The joint application of BRTA, FRTA and PVTA establishes transit service connecting the RTAs service area. The service is scheduled to commence in early 2025.
 - Pittsfield-Northampton via Pittsfield, Dalton, Windsor, Cummington, Goshen, Williamsburg, Northampton
 - North Adams – Greenfield via North Adams, Adams, Savoy, Plainfield, Ashfield, Buckland, Charlemont, Shelburne, and Greenfield

Service Enhancements:

With the increase in funding in this years budget, PVRTA continued its commitment to improve service. Service enhancements implemented:

G1: All trips service Chicopee Big Y. The schedule has been adjusted for all trips to alternate between Bicentennial Hwy and Canon Circle seven days a week.

B7: Improved weekday frequency from 20 minutes to 15 minutes between 9:00 AM and 4:00 PM.

R10: Schedule realigned to provide consistent 45-minute frequency on weekdays with all trips serving Walmart and Westfield State University.

B17: Schedule adjustments to provide 45-minute service on Saturdays.

P21E: Improved weekday frequency from 60-minutes to 30-minutes.

30 and 31: Supplemental weekday "trippers" added capacity to existing scheduled services between 2:00 PM and 6:00 PM to increase capacity during class change times.

34: Additional service on weekdays between 12:00 PM and 7:00 PM.

G73E: Service to Northampton every 30-minutes.

G19: Holyoke-Chicopee, HTC via Memorial and James St. (previously the X90A)

R22: Holyoke-Chicopee, HTC via the Willimansett Bridge, Cabot, and High St. (previously the X90B)

X92: Improved weekday frequency to 45-minutes.

Ware Palmer Shuttle: Operates as two separate routes, Palmer Shuttle and Ware Shuttle, providing more comprehensive service in each town.

Dial-A-Ride service expansion:

PVTA extended Dial-A-Ride service hours until 9:00 PM.

Northampton Micro-Transit Pilot:

Implemented the Noho Shuttle service on May 1st, providing door to door service in Northampton, Monday through Friday, from 9:00 AM to 5:00 PM.

Ridership Recovery:

Ridership in FY 24 totaled 7,830,329 on the fixed route and 186,742 on paratransit.

Fixed route ridership for the year was 77.1% of 2019's ridership, an increase of 927,549 riders (13.4%) over 2023. For the final quarter of FY 24, ridership recovery was significantly higher, recovering 86.6% of pre-covid ridership.

Paratransit ridership was 71.66% of 2019's, an increase of 9,766 riders (5.5%) over 2023.



SAFETY

7

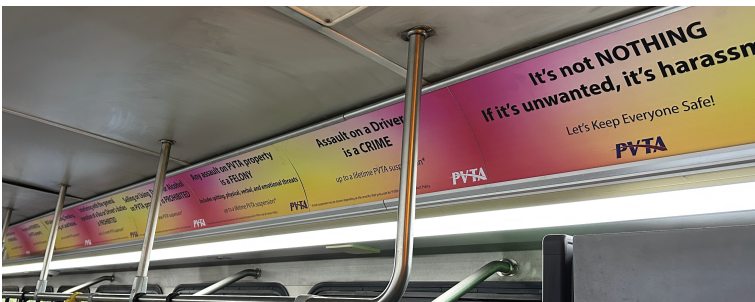
Agency Safety Plan:

PVTA continues to implement the Agency Safety Plan in accordance with federal regulations. In November, the Board formally adopted safety targets for 2024 to comply with changes in the Bipartisan Infrastructure Law.

Assault Awareness:

PVTA tracks assaults on front line employees across the system, both verbal and physical, to quantify the impacts and develop appropriate mitigation strategies to minimize the impact of, and potential for assaults on both operators and the riders.

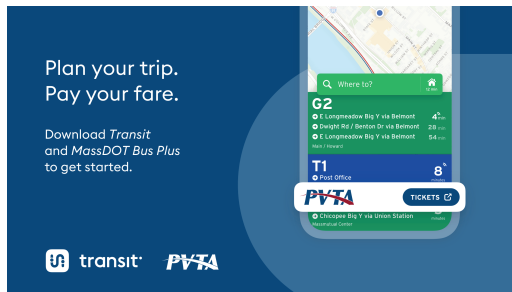
The Bipartisan Infrastructure Law includes a strengthened focus on reporting of assaults on transit workers. The Federal Transit Administration (FTA) issued a General Directive on “Required Actions Regarding Assaults on Transit Workers”. This requires transit agencies to use Safety Risk Management strategies outlined in the Public Transportation Agency Safety Plan (PTASP) to “identify and recommend mitigations to reduce the likelihood and severity” of assaults on transit workers. PVTA has implemented procedures to identify such mitigations including increased enforcement of penalties for riders violating the Passenger Code of Conduct; and an Assault Awareness Campaign.



TECHNOLOGY

Mobile Payment Integration with Transit App:

A deep link connection between PVRTA's mobile payment platform, BusPlus, and Transit App trip planning has been established. This connection provides a simple interface while in Transit App to access a riders BusPlus account for fare payment.



GTFS-RT and Apple Maps Real-time:

Real-time bus arrival information is now available in both Google and Apple Maps. This supports any user of Google or Apple to navigate using public transit in the Pioneer Valley service area to receive live bus arrival/departure information reducing the possibility of using schedule data that might not reflect real time transit conditions.

Deployment of Enhanced On-Board Video

The upgraded equipment profile deployed in the fixed route fleet includes two 360-degree cameras in the passenger compartment to provide a wider field of view, and an expanded solid state hard drive to double recorded video.

Cybersecurity Upgrades

Cybersecurity remains a constant focus. PVRTA has implemented multi-factor authentication for account access across PVRTA networks, upgraded VPN access on all remote access points, and has implemented a real-time intrusion detection solution that is monitored 24/7 to increase PVRTA's security profile.

PIONEER VALLEY TRANSIT AUTHORITY

STATEMENT OF NET POSITION

June 30, 2024



	<u>2024</u>	<u>2023</u>
Assets and deferred outflows of resources		
Current assets		
Cash and equivalents	\$ 1,015,293	\$ 1,707,382
Short-term investments	3,825,279	3,594,265
Receivables, net	32,801,983	20,475,090
Prepaid expenses	<u>181,807</u>	<u>208,483</u>
Total current assets	37,824,362	25,985,220
Investment in Holyoke Intermodal Facility, LLC	3,911,696	3,927,987
Property and equipment, net	108,841,245	102,204,886
Lease related asset, net	<u>5,021,073</u>	<u>5,276,775</u>
Total assets	<u>155,598,376</u>	<u>137,394,868</u>
Deferred outflows of resources		
Deferred outflows related to pensions	3,522,017	4,186,730
Deferred outflows related to other post employment benefits	<u>2,190,566</u>	<u>3,693,884</u>
Total deferred outflows of resources	<u>5,712,583</u>	<u>7,880,614</u>
Total assets and deferred outflows or resources	<u>161,310,959</u>	<u>145,275,482</u>
Liabilities and deferred inflows of resources		
Current liabilities		
Accounts payable	18,375,755	7,957,631
Accrued payroll and related liabilities	107,554	116,778
Insurance claims reserve	2,500,000	2,500,000
Unearned revenue	64,045	101,534
Accrued interest	732,160	578,389
Note payable	<u>15,500,000</u>	<u>14,500,000</u>
Total current liabilities	37,279,514	25,754,332
Lease related obligation	5,256,497	5,439,297
Net pension liabilities	4,130,798	4,518,229
Accrued other post employment benefits	<u>34,703,221</u>	<u>40,146,197</u>
Total liabilities	<u>81,370,030</u>	<u>75,858,055</u>
Deferred inflows of resources		
Deferred inflows related to pensions	1,558,705	1,862,974
Deferred inflows related to other post employment benefits	<u>9,569,895</u>	<u>6,370,718</u>
Total deferred inflows of resources	<u>11,128,600</u>	<u>8,233,692</u>
Total liabilities and deferred inflows of resources	<u>92,498,630</u>	<u>84,091,747</u>
Net position		
Invested in capital assets, net of related debt	112,752,941	106,132,873
Restricted reserve	1,975,358	1,927,179
Unrestricted	<u>(45,915,970)</u>	<u>(46,876,317)</u>
Total net position	<u>\$ 68,812,329</u>	<u>\$ 61,183,735</u>

STATEMENT OF REVENUES, EXPENSES AND CHANGES IN NET POSITION

June 30, 2024

	Final Budget	Actual	Variance Favorable (Unfavorable)
Operating revenues			
Fixed route income	\$ 4,400,413	\$ 4,734,079	\$ 333,666
Paratransit income	720,000	417,628	(302,372)
Shuttle service income	11,500	7,003	(4,497)
Total operating revenues	<u>5,131,913</u>	<u>5,158,710</u>	<u>26,797</u>
Operating expenses			
Fixed route service	43,122,235	43,866,981	(744,746)
Paratransit service	9,659,474	9,649,730	9,744
Shuttle service	768,003	756,522	11,481
Other operating costs	2,974,466	2,974,466	-
Administrative salaries, taxes and fringe benefits	3,625,352	3,796,290	(170,938)
Other administrative expenses	1,042,790	1,025,414	17,376
Reimbursable depreciation	<u>-</u>	<u>249,490</u>	<u>(249,490)</u>
Non-reimbursable depreciation	<u>-</u>	<u>-</u>	<u>-</u>
Total operating expenses	<u>61,192,320</u>	<u>62,318,893</u>	<u>(1,126,573)</u>
Operating income (loss)	<u>(56,060,407)</u>	<u>(57,160,183)</u>	<u>(1,099,776)</u>
Non-operating revenues (expenses)			
Government operating assistance			
Federal	3,741,151	5,412,773	1,671,622
Massachusetts	38,146,172	38,146,172	-
Member communities	10,123,712	10,123,712	-
Other federal and state assistance	2,974,466	2,974,466	-
Other assistance	656,906	625,791	(31,115)
Advertising income	230,000	310,234	80,234
Other income	338,000	399,976	61,976
Interest income	200,000	517,809	317,809
Interest expense	<u>(350,000)</u>	<u>(608,005)</u>	<u>(258,005)</u>
Total non-operating revenues (expenses)	<u>56,060,407</u>	<u>57,902,928</u>	<u>1,842,521</u>
Income (loss) before capital contributions and other items	<u>\$ -</u>	<u>742,745</u>	<u>\$ 742,745</u>
Contributed capital		24,450,242	
Non-reimbursable depreciation		(17,564,393)	
Other non-reimbursable items		<u>-</u>	
Change in net position		7,628,594	
Net position, beginning		<u>61,183,735</u>	
Net position, ending		<u>\$ 68,812,329</u>	

OPERATIONAL FACTS AND FIGURES 2024

11

		2024	2023
Fixed Route			
Financials			
	Operating Expenses	\$ 44,623,503	\$ 41,800,470
	Revenue	\$ 4,741,082	\$ 5,770,074
	Net Fixed Route Cost	\$ 39,882,421	\$ 36,030,396
Characteristics			
	Passenger Trips	7,830,329	6,902,780
	Vehicle Miles	5,124,466	4,952,767
	Vehicle Hours	335,752	339,764
	Revenue Miles	4,702,371	4,546,294
	Revenue Hours	311,849	315,701
Performance Measures			
	Operating Expenses Per Passenger Trip	\$5.70	\$6.06
	Operating Expenses Per Vehicle Mile	\$8.71	\$8.44
	Operating Expenses Per Vehicle Hour	\$132.91	\$123.03
	Operating Expenses Per Revenue Mile	\$9.49	\$9.19
	Operating Expenses Per Revenue Hour	\$143.09	\$132.41
	Passenger Trips Per Mile	1.53	1.39
	Passenger Trips Per Hour	23.32	20.32
	Passenger Trips Per Revenue Mile	1.67	1.52
	Passenger Trips Per Revenue Hour	25.11	21.86
Paratransit			
Financials			
	Operating Expense	\$ 9,649,730	\$ 8,444,120
	Revenue	\$ 417,628	\$ 504,712
	Net Paratransit Cost	\$ 9,232,102	\$ 7,939,408
Characteristics			
	Passenger Trips	186,742	176,976
	Vehicle Miles	2,344,665	2,309,334
	Vehicle Hours	253,388	159,558
	Revenue Miles	1,976,236	1,919,453
	Revenue Hours	128,340	129,720
Performance Measures			
	Operating Expenses Per Passenger Trip	\$51.67	\$47.71
	Operating Expenses Per Vehicle Mile	\$4.12	\$3.66
	Operating Expenses Per Vehicle Hour	\$38.08	\$52.92
	Operating Expenses Per Revenue Mile	\$4.88	\$4.40
	Operating Expenses Per Revenue Hour	\$75.19	\$65.09
	Passenger Trips Per Mile	0.08	0.08
	Passenger Trips Per Hour	0.74	1.11
	Passenger Trips Per Revenue Mile	0.09	0.09
	Passenger Trips Per Revenue Hour	1.46	1.36

PIONEER VALLEY TRANSIT AUTHORITY

STATEMENT OF NET COST OF SERVICE

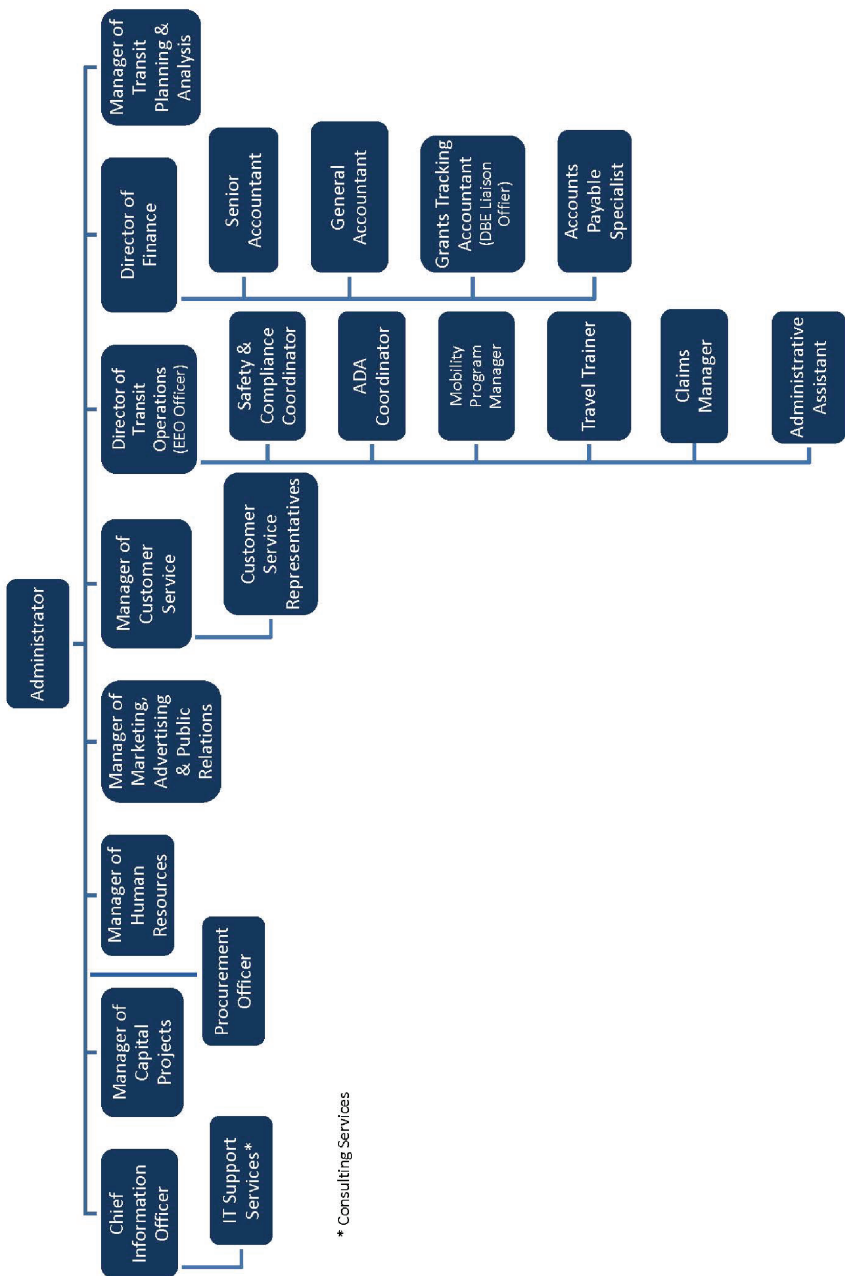
SUPPLEMENTARY INFORMATION

FOR THE YEAR ENDED JUNE 30, 2024

	Total Service Area 2024	Total Service Area 2023
Operating costs		
Administrative costs	5,071,194	4,126,284
Purchased services		
Fixed route	43,866,981	41,216,266
Paratransit	9,649,730	8,444,120
Shuttle	756,522	584,204
Other operating costs	2,974,466	2,928,719
Debt service	608,005	425,957
Eliminate GASB adjustment for pension expense	26,987	(949,013)
Eliminate GASB adjustment for other post employment benefits	740,481	383,833
Eliminate GASB adjustment for right to use lease asset and liability	(72,902)	(87,135)
Total operating costs	63,621,464	57,073,235
Operating assistance and revenues		
Federal operating and administrative assistance	5,412,773	9,433,963
Other operating assistance	3,600,257	3,549,285
Revenues		
Local revenues		
Fixed route	4,734,079	5,760,252
Paratransit	417,628	504,712
Shuttle	7,003	9,822
Advertising	310,234	245,684
Other income	399,976	611,364
Interest	517,809	258,554
Total operating assistance and revenues	15,399,759	20,373,636
Net operating deficit	48,221,705	36,699,599
Increase in reserve for extraordinary expense	48,179	64,978
Net cost of service	48,269,884	36,764,577
Local assessments	10,123,712	9,876,792
State contract assistance	38,146,172	26,887,785
Total	48,269,884	36,764,577

Net Cost of Service 2024	Fixed Route	Paratransit
Expenditures	44,623,503.00	9,649,730.00
Revenue	4,741,082.00	417,628.00
Net Cost	39,882,421.00	9,232,102.00

PVTA Organizational Chart



* Consulting Services

The Pioneer Valley Transit Authority values workplace diversity and is strongly committed to its policies on equal employment opportunity and its own Affirmative Action Program. PVTA's EEO policy is available at www.pvta.com.



Pioneer Valley Transit Authority
2808 Main Street, Springfield, MA 01107
413-732-6248
www.pvta.com